

UNCLASSIFIED

1 MAY 2012

FROM: SDDC-PP SCOTT AFB, IL 62225

TO: ALL WORLDWIDE PERSONAL PROPERTY SHIPPING OFFICES (PPSO) AND
TRANSPORTATION SERVICE PROVIDERS (TSPS)

SUBJ: 2012 PEAK SEASON MESSAGE FOR MOVEMENT OF DOD PERSONAL PROPERTY

1. PROVIDED IN THIS PEAK SEASON MESSAGE IS GUIDANCE AND INFORMATION THAT WILL HELP PREPARE PPSOS AND TSPS FOR THE 2012 SUMMER PEAK SEASON. PPSOS ARE ENCOURAGED TO PROVIDE THIS MESSAGE TO ALL COUNSELORS, BOOKING AND SHIPPING CLERKS, QUALITY ASSURANCE, AND OTHER TRANSPORTATION OFFICE PERSONNEL INVOLVED IN MOVING DOD PERSONAL PROPERTY.

2. PEAK SEASON COMMUNICATIONS. SDDC WILL CONDUCT WEEKLY TELEPHONE CONFERENCE CALLS WITH SERVICES AND INDUSTRY TO SHARE INFORMATION ABOUT PEAK SEASON MOVEMENT AND DETERMINE IF ANY ISSUES ARISE THAT NEED TO BE ADDRESSED IMMEDIATELY. PPSOS/TSPS SHOULD REVIEW RECENT DEFENSE TRANSPORTATION REGULATION (DTR) PART IV UPDATES, SUCH AS CHAPTER 402 AND 405, TO ENSURE UNDERSTANDING OF DP3 PROCESSES AND PROCEDURES.

3. PERSONAL PROPERTY COUNSELING. COUNSELING IS A CRITICAL PROCESS TO ENSURE MEMBERS HAVE ALL THE INFORMATION THEY NEED FOR A SUCCESSFUL MOVE. MEMBERS NEED TO KNOW MOVING DURING THE SUMMER SEASON (15 MAY-31 JULY) PRESENTS UNIQUE CHALLENGES, ESPECIALLY FROM MID JUNE THROUGH THE FOURTH OF JULY. COUNSELORS SHOULD ENCOURAGE MEMBERS TO BOOK EARLY, BE FLEXIBLE IN ARRANGING THEIR PACK/PICK UP DATES AND SCHEDULE DATES ON BEFORE OR AFTER THE PEAK WHENEVER POSSIBLE. ENSURE MEMBERS KNOW THAT THEIR DATES ARE NOT CONFIRMED UNTIL ORDERS HAVE BEEN TURNED IN TO THE PPSO AND THE TSP CONTACTS THEM TO FINALIZE THE ACTUAL PACK AND PICK UP DATES. CAPTURING VALID CONTACT INFORMATION (PHONE NUMBER/EMAIL ADDRESS) IN DPS IS MANDATORY AND EXTREMELY IMPORTANT TO THE ENTIRE PROCESS OF THE MOVE.

4. SHIPMENT AWARDS. 2011 PEAK SEASON CHALLENGES (E.G. DPS AVAILABILITY/TDL NOT RESETTING) HAVE BEEN RESOLVED. 2012 RATES WERE AVAILABLE 29 MAR 2012, AND THERE ARE CURRENTLY OVER 24,000 SHIPMENTS WITH A PROJECTED PICK UP DATE FOR PEAK SEASON. WE STILL EXPECT SOME CHANNELS TO BECOME UNAVAILABLE FOR BOOKING ON SPECIFIC DAYS AS USUAL. WE ENCOURAGE ALL PPSOS TO UTILIZE DPS TO THE MAXIMUM EXTENT POSSIBLE AND ASK MEMBERS TO REMAIN FLEXIBLE IN THEIR MOVE DATES.

A. DIRECT PROCUREMENT METHOD (DPM). PPSOS SHOULD UTILIZE THE DPM PROGRAM TO AUGMENT PEAK SEASON DPS BOOKING PROCESSES WITH CONSIDERATION GIVEN TO MOVING SMALL SHIPMENTS.

B. CODE 2 DOMESTIC SHIPMENTS. UTILIZING CODE 2 (CRATED/CONTAINERIZED) SERVICE IS ANOTHER OPTION TO INCREASE CAPACITY. PPSOS ARE RESPONSIBLE FOR DETERMINING WHICH SHIPMENTS SHOULD BE MOVED VIA CODE 2. SDDC SUGGESTS THIS MODE BE CONSIDERED FOR SMALLER SHIPMENTS (5000 LBS OR LESS) OR THOSE DESTINED FOR STORAGE. TSPS HAVE FLEXIBILITY TO UTILIZE PORTABLE MOVEMENT STORAGE CONTAINERS (PMSC) FOR ANY DOMESTIC SHIPMENT. FOR EXAMPLE, TSPS CAN UTILIZE SHIPPING CONTAINERS IN THEIR OWN OR ANOTHER COMPANY'S INVENTORY TO SHIP HOUSEHOLD GOODS

FROM ORIGIN TO DESTINATION, INCLUDING STORAGE IN TRANSIT (SIT) IN A DOD-APPROVED WAREHOUSE.

C. SHORT FUSE SHIPMENTS. PPSOS ARE REMINDED THAT SHORT FUSE SHIPMENTS DURING PEAK SEASON ARE NOT ALWAYS ACCEPTED BY THE TSP WHEN OFFERED. WHEN THIS HAPPENS, PPSOS HAVE TO MANAGE THE SHIPMENT UNTIL BOOKED BY EITHER CONTACTING THE MEMBER FOR ALTERNATE DATES, REOFFERING AS A SHORT FUSE AFTER CONTACTING TSPS DIRECTLY, USING DPM, OR RECOMMENDING THE MEMBER CONDUCT A PERSONALLY PROCURED MOVE (PPM).

5. SHIPMENT REFUSALS. SHIPMENT REFUSALS WILL AGAIN BE ALLOWED THIS SUMMER AS AN ABILITY FOR TSPS TO UTILIZE ALL CAPACITY TO SERVICE OUR CUSTOMERS. TSPS ARE ALLOWED TO REFUSE SHIPMENTS STARTING 15 MAY FOR SHIPMENTS WITH A **REQUESTED PICK UP DATE** FROM 15 MAY – 31 JULY. TSPS ARE ASKED TO QUICKLY REFUSE SHIPMENTS (2-4 HOURS) IN ORDER FOR THE SHIPMENT TO MOVE DOWN THE TDL AND BE AWARDED. SHIPMENT REFUSALS DO NOT APPLY TO VOLUME MOVE SHIPMENTS.

6. SHIPMENT ARRIVALS. EFFECTIVE WITH DPS RELEASE 1.4.09, TSPS NO LONGER HAVE THE ABILITY TO BACKDATE SHIPMENT ARRIVAL DATES.

A. UPDATING SHIPMENT ARRIVAL STATUS. IF A TSP IS UNABLE TO UPDATE A SHIPMENT'S ARRIVAL STATUS FOR DELIVERY ON THE ACTUAL ARRIVAL DATE, THE TSP WILL ENTER A NOTE IN SHIPMENT MANAGEMENT WHILE STILL IN AN "INTRANSIT" STATUS. THE NOTE SHALL INDICATE THE ACTUAL DATE/TIME OF DELIVERY AND A SHORT EXPLANATION. AFTER THE NOTE HAS BEEN ENTERED, THE TSP SHALL UPDATE SHIPMENT STATUS TO "ARRIVED" AND "DELIVERED COMPLETE". PERFORMING THESE ACTIONS ELIMINATES THE NEED FOR THE TSP TO CONTACT THE PPSO TO REQUEST A DATE CORRECTION.

NOTE: SIT CANNOT BEGIN PRIOR TO THE ARRIVAL DATE. TSPS SHOULD MAKE EVERY EFFORT TO ENTER A SHIPMENT'S ARRIVAL DATE ON THE ACTUAL DAY IT OCCURS.

7. STORAGE IN TRANSIT (SIT). PPSOS AND TSPS ARE REMINDED THE 70% SIT RULE IS SUSPENDED FOR THE REMAINDER OF 2012. PROMPT APPROVAL OF SIT IS A VERY IMPORTANT PROCESS THAT AFFECTS THE TIMELY PICKUP AND DELIVERY OF OUR CUSTOMERS' SHIPMENTS, ESPECIALLY WITH THE VOLUME OF MOVES DURING PEAK SEASON. TSPS ARE RESPONSIBLE FOR CONTACTING CUSTOMERS FOR DELIVERY INSTRUCTIONS PRIOR TO REQUESTING SIT. PPSOS MAY UTILIZE DPS SIT REPORTS AND/OR GENERATE CUSTOMER CONTACT INFORMATION REPORTS TO CONDUCT RANDOM SAMPLINGS WITH MEMBERS IF THEY HAVE CONCERNS.

A. ORIGIN SIT. ORIGIN SIT CAN BE CONSIDERED FOR CUSTOMERS WHO KNOW THEY WILL REQUIRE STORAGE AT DESTINATION AND/OR WHEN LINE HAUL CAPABILITY IS NOT AVAILABLE ON REQUESTED PICK UP DATE. PPSOS MUST ENSURE ALL CUSTOMERS ARE PROPERLY INFORMED OF THE PROCESS WHEN ORIGIN SIT IS USED AND SHOULD ACTIVELY MONITOR QUEUES FOR ANY SIT REQUESTS FROM TSPS.

NOTE: TSPS MUST REQUEST ORIGIN SIT THROUGH THE PPSO PRIOR TO PICK UP. CUSTOMERS MUST BE NOTIFIED THAT THEIR SHIPMENT WILL BE STORED AT ORIGIN AND TO ALLOW FOR SUFFICIENT TRANSIT/DELIVERY TIME ONCE REQUESTED FOR DELIVERY.

8. WAREHOUSE SATURATION NOTICES. TSPS ARE REQUIRED TO SEND WAREHOUSE SATURATION NOTICES TO THE AFFECTED PPSO, WHO WILL NOTIFY SDDC VIA EMAIL TO

SDDC.SAFB.PPOPS@US.ARMY.MIL. SDDC WILL RELEASE A SATURATION MESSAGE, OUTLINING ACTIONS TO TAKE FOR PERSONAL PROPERTY SHIPMENTS INBOUND TO THOSE LOCATIONS.

9. QUALITY ASSURANCE (QA). QUALITY ASSURANCE IS A VERY IMPORTANT PART OF THE BEST VALUE CONCEPT IN THE DEFENSE PERSONAL PROPERTY PROGRAM. PPSOS SHOULD MAKE EVERY EFFORT TO CONDUCT ON-SITE INSPECTIONS. WHEN A PPSO IS PHYSICALLY UNABLE TO CONDUCT AN INSPECTION, A TELEPHONE INSPECTION WITH THE CUSTOMER IS RECOMMENDED. PLEASE CONTACT SDDC QUALITY ASSURANCE IF YOU HAVE ANY QUESTIONS ON SITUATIONS THAT ARISE AND/OR ANY ACTIONS REQUIRED.

10. CLAIMS. MEMBERS ARE REQUIRED TO FILE THEIR CLAIMS IN DPS. PLEASE DIRECT ALL MEMBERS TO WWW.MOVE.MIL AS THE FIRST STOP IN FILING THEIR CLAIM. WWW.MOVE.MIL HAS A HOW TO VIDEO AND POCS FOR EACH SERVICE MILITARY CLAIMS OFFICE IF THEY HAVE ANY QUESTIONS ON THE CLAIMS FILING PROCESS.

11. POINT OF CONTACT FOR THIS MESSAGE IS HQ SDDC OPERATIONS TEAM, SDDC-PPP-PO, EMAIL SDDC.SAFB.PPOPS@US.ARMY.MIL.